

HUMAN SERVICES REPRESENTATIVE

DISTINGUISHING FEATURES

The fundamental reason the Human Services Representative exists is to provide services to the public by responding to a wide variety of human service and customer service issues, including difficult and sensitive citizen inquiries, requests for services and complaints in the Community Services Department. This classification is not supervisory. Work is performed under general supervision by a Human Services Coordinator or Manager.

ESSENTIAL FUNCTIONS

Performs a wide variety of complex social service and customer service work involving requests for information, problem analysis, eligibility determination, complaint resolution, cash handling (including collections, fees and/or deposits), reconciliation, and the general delivery/explanation of Human Services and other City services to both internal and external customers through Human Service Centers.

Provides initial screening, conducts eligibility assessment and determines appropriate level of intervention.

Understands and shares vision of an open accessible government via the Human Services Centers and works towards common goals. Responds to situations requiring extensive knowledge in community resources to assist in resolving citizen problems.

Maintains comprehensive resource files and phone listings of social service programs and community resources.

Coordinates programs and activities unique to each center such as Medi-loan, tax preparation, prescription delivery, Adopt-a-Senior, concierge program and sewing group. Assists with programming, workshops and special events.

Provides orientations and supervision of volunteers.

Demonstrates respect for the customer and values diversity of thinking. Listens and responds to complicated and sensitive citizen inquiries, requests for services and complaints; interacts with customers who may be hostile or confused.

Provides callers and visitors with immediate assistance regarding questions, problems and concerns related to recreational activities, social services, health and wellness programs, City events and other City programs. Acts as citizen liaison willing to take personal responsibility for completing service requests.

Operates a wide variety of computer programs and operates an assortment of other office equipment including multiple-line telephones, two-way radios, paging systems, copier and FAX machines that require continuous and repetitive arm or hand and eye movement. Organizes and maintains disc storage and filing.

Retrieves, inputs, and monitors customer data and history by accessing numerous computer screens.

Clearly and articulately comprehends and makes inferences from written material. Explains Human Service policies and operating procedures. Conducts appropriate research and responds to customers in a timely manner. Maintains open and inviting attitude and environment whereby

citizens are encouraged to share their thoughts and ideas.

Listens and communicates effectively, both orally and in writing; may do translation (Spanish/English) on a regular basis; explains/interprets ordinances, eligibility requirements, policies and procedures, and types/performs data entry at a speed necessary for successful job performance.

Handles administrative functions such as the accounting work for the center, Webtime functions, purchasing of office supplies, tracking inventory and scheduling calendars. Works with minimal supervision, taking ownership for the completeness and accuracy of day-to-day work.

Seeks out innovative methods to streamline and improve processes.

Assists managers, and other staff with presentations, spreadsheets, complex reports and graphics using advanced computer skills. Prepares a variety of statistical and narrative reports.

Supports other staff members, is a team player, and assists other personnel with their job duties.

Rotates into another support position when requested and during vacations.

Must establish and maintain effective working relationships with co-workers, supervisors, brokerage agencies, referral sources, community social services programs and the general public.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Local community social services.

Microsoft Office computer software products.

Office practices, business English, spelling and arithmetic.

Ability to:

Work independently

Maintain confidentiality

Make decisions about complex human needs.

Determine priorities, handle multiple tasks and remain calm in a fast paced environment.

Translate both orally and in writing Spanish/English preferred.

Lift and carry food boxes and donated items and office supplies weighing up to 25 pounds.

Listen and communicate effectively (verbally and in writing).

Perceive and interpret customer needs and translate them into effective solutions and operational policy.

Establish and maintain effective working relationships with City employees, social service representatives; and the general public.

Operate a variety of standard office equipment including a personal computer, related software, copy and facsimile machines, and telephone that require continuous and repetitive arm or hand and eye movement.

Value all people.

Commit to teamwork.

Have a shared commitment to quality in everyday work, and demonstrate the willingness to assume ownership in completion of assigned tasks.

Maintain regular consistent attendance and punctuality.

Provide timely quality customer service both on the phone and in person.

Education & Experience

Any combination of education, training and experience equivalent to 6 months experience in a social service agency providing screening, eligibility assessment and information and referral assistance or doing social services work. This is primarily a clerical position that provides customer service assistance in reception area and over the telephone.

FLSA Status: Non-exempt

HR Ordinance Status: Classified